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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Laurence J. Fromm  
Serial No. : 09/595,697  
Filed : June 16, 2000  
For : Method and Apparatus for Controlling a  
Contact Center  
Examiner :  
Attorney's Docket : CELLIT-005XX  
Group Art Unit : 2742

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Honorable Commissioner of Patents and Trademarks, Washington, D.C. 20231 on A-S-02.

By   
Daniel J. Bourque  
Registration No. 35,457  
Attorney for Applicant(s)

Revocation and Appointment of Attorney and  
Change of Correspondence Address

RECEIVED

Honorable Commissioner of Patents  
Washington, D.C. 20231

APR 23 2002

Technology Center 2600

Sir:

CellIT, Inc. being the Assignee of the entire right, title and interest in the above-indicated U.S. Patent Application hereby revokes all previous powers and respectfully requests the appointment of the following attorneys with full powers:

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Please direct all further correspondence to Daniel J.  
Bourque, Esq. at the above address. Also, please change the  
attorney docket number to CELLIT-005XX.

Respectfully submitted,  
CellIT, Inc.

By Paul R. Lucchese  
Paul R. Lucchese, Secretary

Date: 4/4/02